

Claim Form

Lost, Delayed or Damaged Mail



We are sorry that you have had a problem with your mail. Please help us by providing as much information as possible on the form below and send it to: Customer Services, FREEPOST GU267, Guernsey Post Ltd, Envoy House, La Vrangue, St Peter Port, GY1 5SS.

For more information on our claim handling procedures please visit www.guernseypost.com/claims-and-complaints-procedures

PLEASE COMPLETE THIS FORM USING BLOCK CAPITALS Your GPL reference number:

You are filling out this claim form because a letter/large letter/parcel/large parcel has (*please tick*):

☐ Been lost ☐ Been damaged ☐ Contents missing ☐ Been delayed

CUSTOMER DETAILS

Title (*Mr, Mrs, Miss, Ms.*)

First Name(s)

Last Name

Address (including company name if applicable)

Telephone (*home*)

Telephone (work)

Email

POSTING DETAILS

It was sent by (if different from above)

Address

								G	Y					

It was sent to

Address

Please describe its contents in detail

Cost Price £ (Please attach proof of cost of the contents)

Please describe its size, shape and wrapping

Where was the item posted? Please specify which branch or post box *(Please attach proof of posting)*

Date of Posting

Cost of Posting

Continued overleaf

Please be assured that we will treat your personal information with the utmost care in line with our Privacy Promise (see more details below)

AUTHORISATION FOR REIMBURSEMENT VIA BACS PAYMENT (if claim is accepted)

Account Name

Sort Code

 - -

Account Number

Office use only

Amount to be sent £

Nominal Code

Signature of Authority

POSTING DETAILS (Continued from front)

The item was sent (please tick):

- | | | | |
|---|--------------------------------------|---|---|
| <input type="checkbox"/> Ordinary Letter Post | <input type="checkbox"/> Parcel Post | <input type="checkbox"/> Global Priority Large Parcel | <input type="checkbox"/> International Tracked & Signed |
| <input type="checkbox"/> Special Delivery | <input type="checkbox"/> Free Return | <input type="checkbox"/> Global Value Large Parcel | <input type="checkbox"/> International Tracked |
| <input type="checkbox"/> Signed For Delivery | <input type="checkbox"/> FedEx UK | <input type="checkbox"/> FedEx International | <input type="checkbox"/> International Signed |

Letter/Parcel Tracking/Reference number:

DAMAGED/MISSING OR DELAYED CONTENTS

Date of delivery

If the item arrived damaged, please describe the damage. It may need to be available for inspection.

Please ensure that the damaged item and packaging are not destroyed.

Damage (Please attach photographs of damaged item and packaging)

Contents (If the contents were missing, please describe them in detail (brand, type etc.))

COMPENSATION

Compensation will be considered, depending on the service used, for the items that have been lost, have arrived damaged or with missing contents. **We must have the certificate of posting for all items, plus proof of cost for items sent.**

Amount of claim £

- | | |
|---|--|
| <input type="checkbox"/> Proof of cost attached | <input type="checkbox"/> Proof of postage attached |
|---|--|

REIMBURSEMENT VIA BACS PAYMENT

Please include your BACs details at the top of the page so that if your claim is approved we can transfer any compensation granted directly into your account. A letter of confirmation will also be posted. *If the item is received before your claim is closed please notify us.*

DECLARATION

I declare that, to the best of my knowledge, the information I have given on this form is true and correct.

Signature

Date

Privacy Promise: Please be assured that we will treat your personal information with the utmost care and will never sell it to other companies or use it other than as stated in our privacy promise.

The personal information you provide us is used primarily to deal with your enquiries or provide the service and products you request. You can find further details of our privacy promise at www.guernseypost.com

For further details contact Customer Services on 711720.

Guernsey Post Limited Registered Office: Envoy House, La Vrangue, St Peter Port, GUERNSEY GY1 1AA

Telephone: 01481 726241 Fax: 01481 712082 www.guernseypost.com Registration number 38693